

From: [Aikens, Michelle \(NIH/OD/ORS\) \[C\]](#)
To: [Mason, Russell \(NIH/OD/ORS\) \[E\]](#)
Subject: FW: Bldg. 35 Cafeteria
Date: Wednesday, January 29, 2020 3:51:30 PM

FYI

From: Mason, Mel (NIH/NICHD) [C] <mel.mason@nih.gov>
Sent: Wednesday, January 29, 2020 3:43 PM
To: Aikens, Michelle (NIH/OD/ORS) [C] <michelle.aikens@nih.gov>
Subject: Bldg. 35 Cafeteria

Hi Michelle,

Thank you for taking my call. I want to apologize for getting emotional on the phone today, I did not mean to but I can be really sensitive at times.

Here is just a recap of the event I mentioned to you.

Today I was appalled by the customer service I received in the cafeteria at my Job at the NIH in bldg. 35.

Earlier that day I went into the cafeteria to see what was for lunch around 11:00am, when I approached the hot food I noticed that it was something I just had the night before and I told the young lady "nah, not today yall need to switch it up a bit" we both laughed and that was it. So, I went back down because I decided I was going to get pizza, I grabbed my pizza from the hot bar and noticed that the line was extremely long and only 1 cashier, the line was all the way to the sandwiches about 15 people. I went to the side door and yelled "could someone help out the line is very long and only 1 cashier" the young lady (b)(6) from earlier came out with no problem and jumped right in, I thanked her multiple times. After she rung up my pizza, I proceeded to leave out the Cafeteria but then I turned back around because I wanted to get her name so I could tell her supervisor the amazing job she did, before I could ask her name the chef by the name of (b)(6) approached me in an aggressive manner asking me why I had an attitude? I was so taken back, I asked him what are you talking about? He went on saying that I have an attitude and I need to respect his workers, I asked him to let's move this conversation to the side because he was embarrassing me in front of the other customers. He stated that the young lady from earlier (b)(6) told him that I said his food was "Shit" "Crap" I told him that is not true at all and I would never disrespect someone like that ever, the young lady had come over, I asked her did I say that to you and she replied "no" but you said you didn't like what we were serving" and I'm thinking to myself, I have every right to not like the selection for the day. I also asked the employee by the name of (b)(6) who also stated I had an attitude, how did he come to that conclusion? I literally walked in grabbed my pizza seen a long line of people and went to the back to get extra help, his response " you looked like you